

FAQ

Q - What is the main difference between a Notary and a Signing Agent?

A – A Signing Agent is a notary with expertise in loan signing and knowledge of the mortgage process. We can back our words up with a team of trained, experienced and dedicated Signing Agents.

Q – Who sets up the closing date and time with the borrower(s)?

A – You may or we would be more than happy to give the borrower(s) a call and set up a date and/or time. We are very flexible and want this to be a positive experience for the borrower(s).

Q – How are documents received?

A – We have many ways to receive documents. You can ship them via UPS/Fed Ex/DHL to the designated Signing Agent or to the borrower(s) to look at first. We can also pick them up from any location. You may email the documents to us and we'll take care of the rest. Just let us know what works best for you and your customer.

Q – How are the documents returned after the completed signing?

A – We will send/deliver the documents any way you choose to any location. Just fill out that part on the request form.

Q – What if the borrower(s) have questions during the signing?

A – We will call the designated person on the request form. It's very important to put that information on the request form, along with an after hours telephone number(s). If for some reason, your contact person cannot be reached at that number, our Signing Agents will review the right to cancel (rescission loan only) form with the borrower(s) and advise the borrower(s) to contact your office in the morning.

Q – How much notice do you need to schedule a loan signing?

A – We would prefer 24 hours or more advanced notice, but we will make every effort to schedule the last minute ones.

Q – How do we know if the loan has been signed?

A – Clients will receive an email notification once signing is complete. All information can also be viewed by logging in on our website for up-to-date status of each signing.

Q – What if the borrower(s) does not want to sign in their home?

A – We can also sign at their place of work or a neutral location, one that's convenient for the borrower(s).